



Winston H. Hickox  
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Secretary for  
Environmental  
Protection

# California Environmental Protection Agency

Air Resources Board • Department of Pesticide Regulation • Department of Toxic Substances Control  
Integrated Waste Management Board • Office of Environmental Health Hazard Assessment  
State Water Resources Control Board • Regional Water Quality Control Boards



Gray Davis  
~~XXXXXX~~  
Governor

## MEMORANDUM

TO: Executive Officers  
Department Directors

FROM: *Winston*  
Winston H. Hickox  
Secretary for Environmental Protection

DATE: February 1, 1999

SUBJECT: CUSTOMER SERVICE SURVEYS

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The purpose of this memorandum is to inform you of my decision to continue the practice of disseminating customer service surveys to external customers and stakeholders of the California Environmental Protection Agency (Cal/EPA). I believe it is important to receive feedback from those we are charged to serve – and learn where our organization is performing well and where there may be areas for improvement.

Please convey the guidelines for distribution of the survey forms to your staff. First, surveys must be available at points where the public comes into contact with Cal/EPA programs, such as receptionist areas, permit counters, public information offices, etc. In addition, staff should distribute surveys as a result of telephone assistance work and be included with applications, permits, and licenses sent to the public and regulated community. In short, survey forms need to be distributed as a result of service provided either in person, by telephone, or by mail.

Surveys will continue to be sent directly to my office for input into our database, and distributed to you for further action. Survey statistics will be distributed to you at an interval of your choice. Please contact Andrea Lewis, Assistant for Quality Programs, to advise your preference. Andrea can be reached at (916) 324-7316.

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Your respective customer service surveys have been updated and distributed to your Quality Improvement Coordinator, awaiting direction from you in terms of distribution procedures. I will appreciate your assistance in making certain the customer service survey forms are distributed as requested and remain a useful tool within Cal/EPA in our efforts to evaluate and improve our performance.